# BSI Supply Chain Services and Solutions Training: Developing socially responsible practices according to the ISO 26000

Global Robust corporate social responsibility (CSR) business measures are increasingly recognized by managers as core to the resiliency of global companies and organizations. While socially responsible practices are more easily recognized and implemented in some industries and geographies, many companies with elements of supply chains in markets with less mature social responsibility programs and support structures struggle to begin developing their own programs.

In response, BSI has developed a targeted training module that familiarizes company decision makers with the risks that can occur to people and products in the supply chain when socially responsible business practices are not effectively implemented. The training is an interactive workshop to provide guidance and practical advice on developing management systems to incorporate social responsibility into day-to-day operations, using the global ISO 26000 standard as a benchmark.

The training is intended for organizations in the early stages of developing such a program, and is particularly beneficial for suppliers who are on the front-line and directly responsible for implementing socially responsible business practices in challenging sectors and regions. Participants will be a mix of people with little to no experience of CSR. The training is a bespoke program that will be targeted to specific geographic and sector specific risks depending on business operations. Workshops can be carried out in local languages and include local content, case studies and laws, alongside global best practice and standards:

## This training is focused on:

- Driving managerial development of skills related to critical thinking, problem solving, root cause analysis, management systems, and the application of these skills to CSR management

- Familiarizing organizations with social responsibility concepts, including systematic approaches to creating a comprehensive CSR program and incorporating it across all business lines

- Supporting decision makers in the organization in identifying the business case and benefits of developing a program tailored to their organization

- Enabling managers to determine their most material social responsibility issues, and how these issues affect both daily operations and future goals

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- Guiding participants in conducting gap assessments in their current practices, with a focus on developing a holistic understanding of human rights and fair labor standards

- Enabling participants to be effective change agents within their organizations to support continuous improvement and the addressing of social responsibility issues

- Supporting improved dialogue between management and employees related to employment concerns and effective reporting of grievances

The BSI facilitator leads a series of interactive exercises designed to provoke reflection and critical thinking, solicit ideas from participants, and focus efforts around effective techniques to identify gaps in existing systems and subsequently develop a comprehensive social responsibility program to address these gaps.

## The exercises and areas of focus include:

- **Introduction to Concepts**: Review of global and local trends related to social responsibility, and an introduction to relevant vocabulary, concepts, and core issues outlined in the ISO 26000 Guideline.

- **Targeted Gap Analysis**: Participants are asked to analyse their organization and identify whether or not they currently have practices in place for six core social responsibility issues.

- **Systems Framework Development**: Facilitator leads the group in addressing questions regarding their communications and information gathering processes, and how these processes can be used to identify causes behind potential breakdowns in current systems and earn management buy-in.

- **Stakeholder Analysis**: In groups, participants are tasked to answer a set of questions that will help them identify critical decision makers that can help shape the direction of their CSR program, and discuss the most effective methods to manage these stakeholders.

- **Issue Deep-Dive**: Through at least two case studies, participants examine real-world examples of potential issues they may face in their organization and, in groups, discuss and debate effective methods on how to handle these crises.

- **Influence and Change Management**: The facilitator leads a discussion focused on the relational dynamics and business challenges of enacting the plans that each group has created. Participants identify the financial and business impact of the current, and future, state, and begin developing a plan for integrating social responsibility into their organization.

This training can be delivered online or on-site depending on your needs and number of participants. For more information about the course elements, length and pricing, please contact directly using the information below.

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## Supply Chain Services and Solutions

To learn more about how BSI's training programs can help you increase awareness and develop a deeper understanding of supply chain risks contact us at **supplychain@bsigroup.com** or visit our website at **www.bsi-supplychain.com.**

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